CITY OF LONDON POLICE

**Supporting the Code of Ethics
through integrity, professionalism and fairness**

POLICING PLAN PERFORMANCE 2017/18

MEASURE SUMMARY

MEASURE	CURRENT ASSESSMENT	2nd QUARTER ASSESSMENT	1st QUARTER ASSESSMENT	TREND
Measure 1: The number of crimes committed in the City	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
Measure 2: The capability and impact the Force is having against countering Terrorist Activity.	SATISFACTORY	CLOSE MONITORING	CLOSE MONITORING	⬆
Measure 3: The capability and impact the Force is having against countering Cyber Attacks.	SATISFACTORY	SATISFACTORY	SATISFACTORY	➡
Measure 4: The capability and impact the Force is having against countering Fraud.	SATISFACTORY	SATISFACTORY	SATISFACTORY	➡
Measure 5: The capability and impact the Force is having in safeguarding and protecting Vulnerable People.	CLOSE MONITORING	CLOSE MONITOIRNG	CLOSE MONITOIRNG	➡
Measure 6: The capability and impact the Force is having against countering Violent Crime.	SATISFACTORY	SATISFACTORY	CLOSE MONITORING	➡
Measure 7: The capability and impact the Force is having in policing City Roads.	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
Measure 8: The capability and impact the Force is having providing Protective Security to the City and responding to Public Order.	REQUIRES ACTION	REQUIRES ACTION	REQUIRES ACTION	➡
Measure 9: The capability and impact the Force is having against countering Acquisitive Crime.	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
Measure 10: The level of satisfaction of victims of crime with the service provided by the city of London police.	AWAITING ANALYSIS FOR QTR 3	CLOSE MONITORING	AWAITING ANALYSIS	N/A
Measure 11: The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job.	REQUIRES ACTION	REPORTED ANNUALLY	REPORTED ANNUALLY	N/A

Measure 1	City Crime Overview	Assessment				CLOSE MONITORING			
AIM/RATIONALE	To ensure the overall picture of crime within the City is monitored and emerging trends are acted upon within year.								
Reason for Assessment	This is recorded as Close Monitoring representing the 1.2% rise in crime for the year so far.								

Crime Category	2015/16 Apr - Mar	2016/17 Apr - Mar	Change		Last YTD	Current YTD	Change		Trend
			No.	%			No.	%	
Homicide	2	1	**-1**	**-50.0%**	1	2	**1**	**100.0%**	⬆
Violence with Injury	408	381	**-27**	**-6.6%**	303	266	**-37**	**-12.2%**	⬇
Violence without Injury	410	478	**68**	**16.6%**	379	385	**6**	**1.6%**	⬆
Rape	24	10	**-14**	**-58.3%**	10	15	**5**	**50.0%**	⬆
Other Sexual Offences	67	51	**-16**	**-23.9%**	42	56	**14**	**33.3%**	⬆
Victim-Based Violence	**909**	**920**	**11**	**1.2%**	**735**	**724**	**-11**	**-1.5%**	⬇
Robbery of Business Property	1	2	**1**	**100.0%**	0	5	**5**	**500.0%**	⬆
Robbery of Personal Property	40	26	**-14**	**-35.0%**	22	40	**18**	**81.8%**	⬆
Burglary in a Dwelling	7	24	**17**	**242.9%**	6	6	**0**	**0.0%**	➡
Burglary - Non Dwelling	226	237	**11**	**4.9%**	193	182	**-11**	**-5.7%**	⬇
Vehicle Offences	109	183	**74**	**67.9%**	123	131	**8**	**6.5%**	⬆
Theft from the Person	423	466	**43**	**10.2%**	324	426	**102**	**31.5%**	⬆
Bicycle Theft	275	373	**98**	**35.6%**	310	308	**-2**	**-0.6%**	⬇
Shoplifting	678	726	**48**	**7.1%**	500	531	**31**	**6.2%**	⬆
All Other Theft Offences	1422	1509	**87**	**6.1%**	1128	1061	**-67**	**-5.9%**	⬇
Victim-Based Acquisitive	**3181**	**3536**	**355**	**11.2%**	**2606**	**2690**	**84**	**3.2%**	⬆
Arson	7	3	**-4**	**-57.1%**	3	2	**-1**	**-33.3%**	⬇
Criminal Damage	255	222	**-33**	**-12.9%**	162	181	**19**	**11.7%**	⬆
Arson and Criminal Damage	**262**	**225**	**-37**	**-14.1%**	**165**	**183**	**18**	**10.9%**	⬆
Victim Based Crime	**4352**	**4681**	**329**	**7.6%**	**3506**	**3597**	**91**	**2.6%**	⬆
Drug Offences	*394*	*331*	***-63***	***-16.0%***	*257*	*237*	**-20**	**-7.8%**	⬇
Possession of Off Weapons	34	43	**9**	**26.5%**	31	43	**12**	**38.7%**	⬆
Public Order Offences	262	224	**-38**	**-14.5%**	170	171	**1**	**0.6%**	⬆
Misc Crimes Against Society	178	179	**1**	**0.6%**	135	100	**-35**	**-25.9%**	⬇
Crimes Against Society	**868**	**777**	**-91**	**-10.5%**	**593**	**551**	**-42**	**-7.1%**	⬇
All Crime	5220	5458	**238**	**4.6%**	4099	4148	**49**	**1.2%**	⬆

ANALYSIS

There are a number of areas of interest which are explained below based on analysis undertaken by the Force Intelligence Bureau (FIB). This assessment covers November to December data with reference to year to date.

Regarding Robbery pf Business Property, this crime category is reflected as rising by 500% due to the fact there were no crimes recorded last year within this area and so far this year there have been 5 recorded. It is not at this time considered a risk area for the Force.

Theft from Motor Vehicle (covered within Vehicle Offences)
In December a total of 23 thefts from vehicles occurred in the car park within Aldersgate, this is a rise from the 5 committed in September, 2 in October and 4 in November. In early December a known nominal was released from prison and since their release there has been a substantial increase in this crime. The Force is working to tackle this spike and establish if the known individual is involved in the increase.

Moped Enabled Phone Snatches
In 2017 (calendar year) a total of 232 moped-enabled phone snatches were committed. 29 offences occurred in December compared to 20 in November. The Force is working with partners to combat this crime type within the City and Pan London through supporting the MPS Op Gondola. Moped Enabled Phone Snatches are impacting on the figures for Robbery of Personal property within year. If a victim has their phone snatched without out force or fear of violence, it is classified as theft from person, however if there is force used it is classified a robbery. The robbery increases are due to the moped enabled phone snatches where force has been

used. There is not an increase in the stereo typical robberies which commentators would normally reflect on.

Burglaries
In 2017 (calendar year) a total of 243 burglaries were committed. 21 burglaries occurred in December which was down from the 28 committed in November. Only 2 licensed premises burglaries occurred in December, which may indicate that the CID "Days of Action" provided useful deterrents to previously targeted Christmas locations.

Day Time Economy Key Themes
There are three key themes for offences occurring in the Day Time Economy for December.
20% of DTE offences involved the use of weapons
8% of DTE offences involved malicious communications or threaten and harass.
8% of DTE offences were domestic altercations.

Night Time Economy Key Themes
There were four key themes identified for offences occurring as part of the Night Time Economy for December.
56% of NTE offences occurred at licences premises.
50% of offences involved nominal under influence of alcohol.
18% of offences occurred during Christmas parties.
13% of offences involved violence aimed at door staff.

Offences linked to the Day Time Economy were 32 in December compared to 25 in November with 68 offences linked to the Night Time Economy reported in December compared to 31 in November. This is a seasonal rise which mirrors previous years.

Patrol Strategy Impact

The number of occurrences which have been flagged with 'Police initiated', 'Police discovered' or 'Reported to Patrol' markers has doubled from 92 to 183. From the patrol strategy measures, there has been an increase from 12 to 35 (23 occurrences relating to acquisitive offences, 12 for violent offences).

Implementation of NICHE has believed to have led to improvements in recording practise which may account for the change in reporting levels–next month will provide a better baseline for comparison.

Measure 2	Counter Terrorism		Assessment		SATISFACTORY

AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the terrorist threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.
Reason for Assessment	This is reported as Satisfactory. The Force remains monitoring the CT output and threat level, the number of Op Lightning reports have reduced and no direct threat to the City has been identified.

GRIFFIN & ARGUS DATA

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number Griffin Attendees	104	110	60	164	80	105	166	53	97			
Percentage consider Force capable	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Number Argus Attendees	48	21	93	76	0	95	70	75	100			
Percentage consider Force capable	100%	100%	100%	100%	N/A	100%	100%	100%	100%			

COUNTER TERRORISM INVESTIGATION DEMAND

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of Investigations processed by CT FMIU	26	40	50	26	21	26	34	18	10			
Trend	-	⬆	⬆	⬇	⬇	⬆	⬆	⬇	⬇			
Year to Date Rolling Total	26	66	116	142	163	189	223	243	251			

OP LIGHTNING REPORTS (Hostile Reconnaissance)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Op Lightning Reports 2015-16	11	7	13	10	10	7	19	30	17	9	8	15
Op Lightning Reports 2016-17	20	6	12	20	17	14	21	9	12	18	11	22
Op Lightning Reports 2017-18	18	22	35	17	7	20	20	19	11			
Trend	⬇	⬆	⬆	⬇	⬇	⬆	➡	⬇	⬇			

ANALYSIS

The threat level remains at nationally at Severe.

The Force continues to deliver monthly Project Griffin and Argus events to increase the awareness of action required should a terrorist incident occurs and works with all City partners to train their security staff. This work continues to provide positive feedback in how capable trainees feel the Force is to respond to terrorism with this year so far reporting 100% positive feedback in this area.

October and November saw consistent levels of Op Lightning reporting, however with 11 Op Lightning reports received during December 2017 we see a beginning in report reduction, this is as expected with the spike of reports after the terror attacks earlier in 2017, no apparent threat to City of London identified.

The reduction in the number of CT investigations is related to the drop in Op Lightning reports as less reports result in fewer investigations.

ACTIVITY

In October the CTSA team have developed a Home Made Explosive (HME) presentation that is declassified. This has been passed through NaCTSO for approval. The presentation has been delivered to workers within the COLC to give them a working knowledge of what to look out for when they go about their work, whether that be street cleaning or social services. Key message delivered.

In November CT planning with St Bartholomew's Hospital was undertaken. This was preparedness planning, as well as an opportunity to identify potential improvements in protective security, both personnel and physical.

Work completed in December with business (Bank within City) providing advice and planning for an invacuation exercise, assistance with the exercise itself, and the resulting debrief.

Over the course of the quarter CTSA advice was given for a number of events/organisations including the following:

- CTSA team supported the delivery of the Lord Mayor's Show, conducting security briefings and assisting the SecCO in the mapping and installation of Hostile Vehicle Mitigation (HVM) in the area.
- CTSA team used extensive network of contacts to map out Christmas activities in the Square Mile, many of which are not registered officially with the Corporation. This was a resource intensive piece of work, however this has ensured the force could have a daily briefing of what is on and to direct CT tasking where appropriate.
- Ongoing work with the Corporation of London re. Engagement with public realm projects, which are linked to Crossrail, namely; Moorgate and London Wall.
- Planning meeting held with the Corporation re. CT vulnerability surveys of Bank Junction and Southwark Bridge. (ongoing work to replace temporary HVM measures on Southwark Bridge with a more permanent solution).
- Museum of London Security CT Input.

During December the locations of all Christmas Markets/Events were identified and CT taskings agreed at Security Group. Events also introduced and managed as a standing agenda item at DMM throughout December.

Over the course of the period the Force has worked with partners (BTP and MPS) attending a number of CT exercises to work on preparedness for a number of scenarios to ensure we can work in partnership with other Forces and remain ready to respond to any terrorist incident.

Measure 3	Cyber Attack	Assessment				SATISFACTORY						

AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the cyber crime threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.
Reason for Assessment	The Force has scored this as satisfactory at this time as it considers the resources it has to deal with this crime are adequate. The Force is still encouraging increased reporting of this crime type and will evaluate scoring as the intelligence in this area develops.

CYBER CRIME NFIB REFERRALS												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2015-16 (Month)	1	2	2	0	2	4	2	0	2	0	2	1	18
2016-17 (Month)	4	7	5	6	6	5	4	3	4	8	9	0	61
2017-18 (Month)	3	5	5	6	12	6	5	4	7				
Change (Month)	-1	-2	0	0	+6	+1	+1	+1	+3				
Trend	⬇	⬇	➡	➡	⬆	⬆	⬆	⬆	⬆				

ANALYSIS

As reported last quarter the Force maintains acceptance at 100% of the NFIB referrals for investigation as the Force resource is sufficient to allow investigation to take place. Victims receive a personal visit from the investigating officer in addition to Cyber Protect advice. This level of service will be reviewed as volume increases and the capacity to respond in this way is impacted by increasing levels of cyber reporting, however, the Force is not yet at the stage where this requires review.

The Force is putting together proposal for 2 year cyber protect plan which is in final draft. This paper sets out the goals, activities and recourses required to make a cyber protect programme of similar scale to Project Griffin and Argus.

ACTIVITY

So far 7 presentations have been given to support City businesses as part of the Force business engagement plan to deliver regular open meetings with key cyber security messages. Over 250 people have attended these presentations and respondents to a survey (21 respondents) say their knowledge was improved by 24%.

The Force is developing activities as part of its Schools engagement plan to educate pupils, parents and teachers about cyber dependent criminality. Activities for this will run until May 2018 over the expected life of this SARA.

In December an individual was cautioned by the Force for offences Contrary to section 1 of the Computer Misuse Act 1990 and Contrary to sections 55(3) of the Data Protection Act 1998 for obtaining customer data during employment using another employee's user account and password after their resignation.

A suspect was arrested in December for a hacking offence, MPS OP FALCON have an interest in this case and are working alongside the Force.

Over the course of the quarter the Force ran Op Terminus, during this period 16 Premises have been visited in relation to potential vulnerabilities having been found in their systems. One company have confirmed they were attacked. This has been reported through action fraud.

The Force has been working with the City of London Boys' School assigning actions for communities and the cyber unit in response to a report of Cyber bullying.

Measure 4	Fraud		Assessment				SATISFACTORY					
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the fraud threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.											
Reason for Assessment	This is graded as Satisfactory as the Force is increasing the impact it is having on Fraud committed within the City with a rise in POCA funds seized and victim compensation for this quarter.											

NUMBER OF FRAUD CRIMES REPORTED BY CITY BASED VICTIMS TO ACTION FRAUD

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
City based victim reports 2015/16	40	46	52	121	109	134	60	61	35	31	54	45	**788**
City based victim reports 2016/17	57	44	41	42	41	66	120	289	33	42	41	49	**865**
City based victim reports 2017/18	**37**	**41**	**47**	**51**	**59**	**55**	**49**	**41**	**27**				**407**

CASH SEIZURES

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of cash seizure first applications POCA	4	0	1	2	4	3	1	3	2			
Value of cash seizure first applications POCA	£174,000	£0.00	£22,380	£3,00	£285,914	£7,490	£1,000	£160,326.25	£4,000			

CASH FORFEITURE ORDERS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of cash forfeiture orders POCA	1	0	1	1	0	2	1	0	0			
Value of cash forfeiture orders POCA	£7,530	£0.00	£3,750	£12,000	£0	£284,554	£1,100	£0.00	£0,00			

CASH CONFISCATION ORDERS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of confiscation orders	1	3	2	2	0	0	4	4	7			
Value of confiscation - benefit figure	£37,313	£313,527	£382,649.48	£671,798.15	£0	£0	£2,462,353.63	£248,095.49	£5,040,531			
Value of confiscation - available amount	£37,313	£228,174	£274,191.57	£116,552.15	£0	£0	£153,495.06	£75,670.40	£253,723.90			
Number of victims receiving compensation	1	0	0	1	0	1	0	2	160			
Value of victim compensation	£23,000	£0.00	£0.00	£24,359	£0	£282,514	£0	£700	£68,366.30			

CoLP OUTCOME RATE

	Apr 2013 – Mar 2016	Apr 2013 – Mar 2017	Q1 (Apr 2013 – Jun 2017)	Q2 (Apr 2013 – Sep 2017)	Q3 (Apr 2013 – Dec 2017)	Q4 (Apr 2013 – Mar 2018)
Cumulative number of crimes disseminated to CoLP	4,353	5,426	5,549	5641	5,697	
Cumulative number of judicial outcomes	306	771	775	804	805	
Cumulative number of non-judicial outcomes	124	366	381	431	432	
Outcome rate	**9.88%**	**20.95%**	**20.83%**	**21.89%**	**21.71%**	

THE PERCENTAGE OF VICTIMS SATISFIED WITH THE OVERALL SERVICE PROVIDED BY ECD OFFICERS												
Cumulative responses	2015/16				2016/17				2017/18			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percentage of respondents satisfied	68%	70%	71%	71%	72%	72%	72%	71%	72%	73%	73%	
Number of respondents satisfied	166	187	209	224	234	293	305	331	369	377	384	
Number of valid responses	244	269	295	316	326	406	426	463	511	519	526	
SUPPORTING INFORMATION - THE PERCENTAGE OF VICTIMS SATISFIED WITH THE INITAL SERVICE PROVIDED BY ECD OFFICERS												
Cumulative responses	2015/16				2016/17				2017/18			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percentage of respondents satisfied	76%	76%	75%	75%	75%	76%	76%	75%	74%	75%	75%	
Number of respondents satisfied	186	205	223	238	247	310	324	348	385	393	399	
Number of valid responses	245	270	297	319	329	409	429	466	517	525	532	

ANALYSIS

The types of crime reported to NFIB each month vary in their nature (the most common category each month is the nine of the above category which classes crimes not within the main definitions however there are notable trends.

- October saw reports for Cheque, Plastic Card and Online Bank Accounts as the next highest category of report with 10 reported.
- November saw Mandate Fraud as the second highest fraud reported with 4 reports with Retail Fraud & Corporate Employee Fraud as the joint second highest with 3 reported.
- December saw Mandate Fraud as the next highest category of report with 5 reported.

For the year to date there are currently **93** confiscation investigations and **128** enforcement investigations. The Asset Recovery Team are also reviewing **281** historic enforcement investigations for POCA opportunities.

Since April 2014, **5,697** City of London crimes have been disseminated to the Fraud Teams for investigation. **1,237** investigative outcomes have subsequently been reported by the Fraud Teams. This gives a cumulative outcome rate of **21.71%** of disseminated crimes resulting in an outcome. This is a slight decrease compared to the outcome rate of **21.89%** reported in September 2017. During the latest quarter (Sep-Dec 17) there were **56** disseminations to COLP and **2** reported outcomes (**1** judicial and **1** non-judicial).

The Victim satisfaction data continues to improve for the Force, the table shows the cumulative responses the Force has received to date, within the 3rd quarter 7 responses were received. The ECD Victim Hub work has yet to fully take effect on this measure as Fraud cases can take a number of years to be fully resolved. There is also a very low return rate each quarter so there will not be a long term change in the overall percentage achieved until the Force work in this area takes effect on those completing the survey.

Confiscation Orders are granted by the court against a convicted defendant ordering them to pay the amount of his benefit from crime. Victim compensation is often awarded from a confiscation order, which means funds recovered from the defendant will be allocated to victims and therefore not allocated through the ARIS scheme. This quarter saw success in this area with 15 orders being granted resulting in an overall compensation figure of over £68k. The most notable success was with the orders gained in December where compensation will be paid to 160 victims.

ACTIVITY

Economic Crime Academy

For the year to date the Economic Crime Academy have delivered **57** courses with **758** delegates in attendance. **73** of the delegates were internal and **682** from external agencies/private sector. **100%** of delegates have successfully completed their courses with **99% (547/553)** of attendees registering satisfaction.

Op Broadway: This is a joint operation with Trading Standards. The data gathered during Op Mass has been collated and will be used to inform the development of Op Broadway Tactics for further use within Force. This operation is a multi-agency partnership led by the Force to target criminals committing fraud within the City.

Op Signature: The City of London Police and the Corporation met with representatives from Action Fraud, City Advice, Trading Standards and Age UK amongst other organisations at the event on 4th December at the City of London's Livery Hall, to raise awareness of the signs of financial abuse, including fraud and cybercrime. Practical tips that were shared on the day included never disclosing security details, don't assume everyone is genuine, don't be rushed, listen to your instincts and stay in control. The event brought together members of the public and key professionals to identify the ways in which people can be exploited. In total 120 delegates were invited and was reported by BBC radio.

The Lloyds of London working group is due to commence in the 2018 and will form part of a marine insurance industry group working towards updating working practises and target harden the marine insurance market .ECD will be part of the group , the main objective being to improve industry sector confidence in reporting fraud where business community sensitivities exist and the ability to work with police at times has been frustrated by elaborate contractual and legal processes

Measure 5	Vulnerable Persons	Assessment						CLOSE MONITORING			
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to protect vulnerable people within the City and ensure the Force is providing an adequate response to improve public safety.										
Reason for Assessment	This area was reflected as Close Monitoring as part of TT&CG assessment. Over the course of this quarter there have continued to be slight month on month rises with the use of s.136 forms (mental health) and domestic abuse crimes and incidents. The Force continues to monitor this as a new priority to ensure it can respond effectively to the threat of harm within the City.										

MONITORING MENTLA HEALTH WITHIN CITY – USE Of 136 FORMS											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Numbers of 136 Forms	20	20	11	11	11	12	15	14	15			
Trend	-	➡	⬇	➡	➡	⬆	⬆	⬇	⬆			
Number of Referrals	20	20	11	11	11	12	15	14	15			
Trend	-	➡	⬇	➡	➡	⬆	⬆	⬇	⬆			

DOMESTIC ABUSE CRIMES AND INCIDENTS											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of Domestic Abuse Crimes	3	6	13	3	8	9	TBC	TBC	TBC			
Trend	-	⬆	⬆	⬇	⬆	⬆	-	-	-			
Number of Domestic Abuse Incidents	11	4	6	6	10	12	TBC	TBC	TBC			
Trend	-	⬇	⬆	➡	⬆	⬆	-	-	-			

NUMBER OF CHILD COMIN TO NOTICE (377's) COMPLETED IN RELATION TO DOMESTIC ABUSE CASES											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of domestic related CCN	1	3	4	2	1	1	TBC	TBC	TBC			

ANALYSIS

Note: The Force is currently not able to provide a breakdown for Domestic Abuse Crimes and Incidents as well as 377 form use. Since the adoption of Niche we have been unable to extract data from this area which refers directly to the Force. Raw data can be obtained however this includes trans-crimes (crimes transferred), crimes and non-crime incidents and will not give the correct figure required for analysis. FIB are working on a solution with Niche providers so we can ensure these stats can be extracted with accuracy.

The Force maintains a vulnerability dashboard which monitors 18 aspects of this area comparing activity to the previous month. The comparisons of some key areas from November to December are as follows:

Child Protection: Safeguarding Child reports 2 were reported in December which is down from 8 the previous month.

Child Sexual Exploitation: There were 0 occurrences reported in December which is down from the 1 reported in November.

Mental Health: 23 safeguarding (Adult or child) occurred within December this was up from the 21 reported in November.

Missing Persons: There were 7 reported occurrences in December which was down from the 12 reported in November.

Adults at Risk: There were 34 safeguarding reports created in December which is down from the 46 created in November.

Rape & Sexual Offences: There were 19 occurrences in December which one more than the 18 reported in November.

Rough Sleepers: There were 65 shift reports received from Outreach workers in December which was down from the 114 generated in November.

Op Hurricane operated to reduce human trafficking until December 2017. A suspect has been located through intel and

enquiries are on-going. The Asset Recover Team have agreed to commence and investigation. There were no reported occurrences relating to Human Trafficking in December, this was down from the 1 reported in November.

The Op monitoring CSE within the City (Op has no current name) will commence activity around hotels in January 2018 to progress activity in this area.

ACTIVITY

Suicide Overview
There were 16 attempted suicides and 4 suicides within October
There were 14 attempted suicides and 2 possible suicides in November
There were 15 attempted suicides and 1 suicide during December

There are a number of individuals of note who have multiple suicide attempts within the City. Plans are in place for those identified each month and the most vulnerable have response plans in formulated to assist in dealing with them more effectively to suit their needs.

Within December 44% of incidents occurred on bridges, which is below the monthly average for 2017 – London Bridge and Tower Bridge were the most frequented with 3 incidents recorded at each. Other common locations were on the street and at home addresses.

The mental health street triage pilot has now been confirmed as being permanent and funding is being sought to try to expand the scheme to cover 7 days per week.

Multi Agency Risk Assessment Conference (MARAC) held for complex Domestic Abuse harassment case for resident in City who was being harassed by a family member. Although this was not graded as high risk, this was referred in through professional judgement by PPU due to it requiring a multiagency approach.

A Victimless prosecution was secured for DA offender where victim would not provide statement. Witness and CCTV evidence used to secure conviction.

An online survey for young people leaving custody and vulnerability booklet with advice for persons leaving custody now finalised for use and rollout within Force to address HMIC recommendation.

The Force is preparing to deliver Child Protection training to Response Groups which is currently scheduled to commence in January 2018.

Measure 6	Victim Based Violent Crime	Assessment		SATISFACTORY									
AIM/RATIONALE	The aim is to provide the Force will sufficiently detailed information (intelligence and statistics) to allow it to manage its response to violent crime efficiently and effectively. Victim based violent crime is one of two categories of crime (the other being acquisitive crime) that constitutes the greatest volume of crime.												
Reason for Assessment	This is reflected as Satisfactory due to the current in-year reduction in this crime type which is 1.5%.												

VICTIM BASED VIOLENT CRIME														
	Apr	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Total**	**Trend**
2015-16 (Month)	61	67	96	77	66	73	80	78	100	64	75	74	911	-
2016-17 (Month)	78	73	78	73	84	72	90	72	118	47	68	70	923	⬆
2017-18 (Month)	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC				724	⬇
Change (Month)	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC					
	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC					

Victim Based Violent Crime Reporting
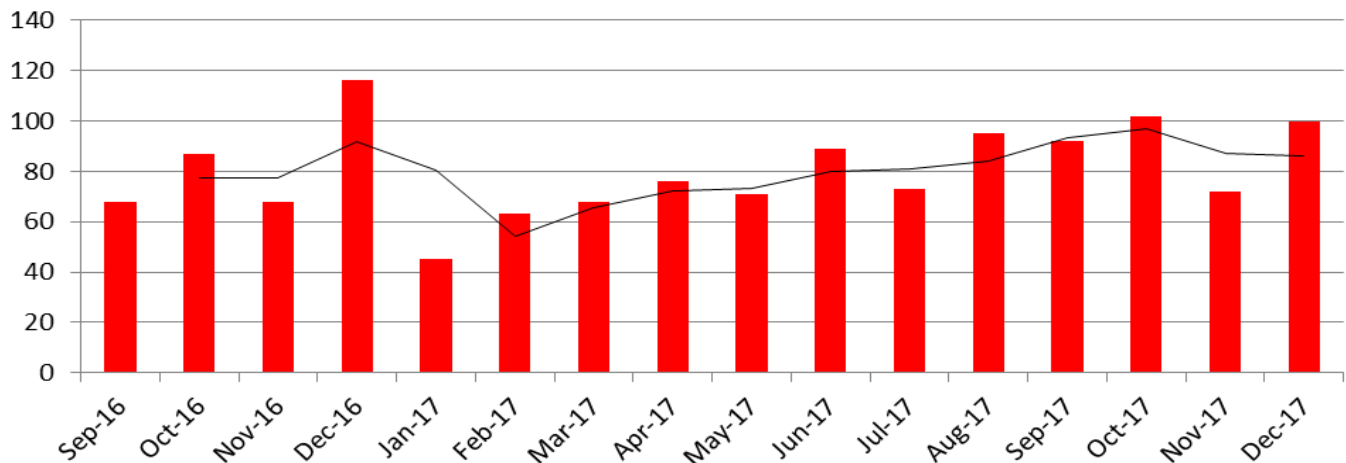
ANALYSIS

Note: With the adoption of niche and reconciliation of the crime data systems the Force is currently unable to provide a monthly breakdown of the crime figures for 2017/18 with sufficient accuracy to include all months. This will be provided retrospectively.

Violence with injury has declined from 303 crimes reported in April 16 – December 16 to 266 crimes for the same period this year. This represents a decline of 12.2%.

26 incidents in November 2017
↑ 54incidents in December 2017
70% of incidents occurred between 20:00-06:00, Thursday-Sunday (excluding daytime offences).
20%of incidents involved the use of weapons. 70% of weapons used were bottles or glasses, whilst a sword was used in a commercial aggravated burglary.

Violence without injury has increased slightly from 379 crime in last year to 385 crime for the reporting year so far, this represents an increase of 1.6%.
34 incidents in November 2017
↑ 37incidents in December 2017
Offences are less linked to NTE incidents and involve domestic violence (18%), violence in the workplace (18%) and malicious communications (11%).
Subsequently, temporal analysis shows offences occur consistently across the day and week.

Sexual Assaults
9 incidents in November 2017
→9 incidents in December 2017
Offences were exclusively committed against female victims. 80% of offences occurred between 22:00-01:00 over the weekend.
All bar 1 of these offences consisted of groping and unwanted touching of the victim in or nearby a licenced premises.

ACTIVITY

Op Sceptre continues to be supported by Colp / BTP / MPS. Focus of work will be preventing violence and weapons. Recent stop searches highlighted on Twitter.

Acid attacks growing in frequency. National advice circulated to teams. Treatment boxes have been created and all vehicles carry them.

Licensing to encourage more premises to use BWV to reduce the number of violence without injury offences.

Work is on-going to finalise preparations for Force support of the MPS Op Gondola: Joint operation with Met Police pro-active operation to Prevent/Pursue moped enabled crime in London. Commencing 8/1/2018 for 90 days. CP will use the standing authority and approved Met Tactics. This allow cross border working.

Earlier patrols over Christmas campaign and have actively stopped several fights.

Z cards –Crime prevention for NTE were circulated over the Christmas Campaign some 400 distributed and well received.

Licencing on NYE the City was well managed which resulted in one of the quietist NYE for some years. Licencing Managers and staff having been updated and briefed by the licencing team.

Firearms Surrender resulted in surrender of 3 shotguns, 1 air rifle, 1 WebleyType .30 service revolver, 2 blank firing revolvers, a tin of air pellets and 47 shotgun cartridges.

Measure 7	Roads Policing		Assessment		CLOSE MONITORING
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to improve road safety within the City and ensure the Force is providing an adequate response to mitigate this threat.				
Reason for Assessment	This was assessed as Close Monitoring at TT&CG due to a shortage of officers and specialist skill sets required for this area of policing.				

QUARTERLY KSI BREAKDOWN 2017/18

	Q1				Q2				Q3				Q4			
	FATAL	SER	SLIGHT	TOTAL	FATAL	SER	SLIGHT	TOTAL	FATAL	SER	SLIGHT	TOTAL	FATAL	SER	SLIGHT	TOTAL
PEDESTRIANS	0	2	18	20	0	4	11	15	*	*	*	*				
PEDAL CYCLES	0	2	24	26	0	3	16	19	*	*	*	*				
POWERED 2 WHEEL	0	1	9	10	0	2	13	15	*	*	*	*				
CAR OR TAXI	0	0	12	12	0	0	7	7	*	*	*	*				
P.S.V.	0	0	2	2	0	0	3	3	*	*	*	*				
GOODS	0	0	0	0	0	0	0	0	*	*	*	*				
OTHER	0	0	0	0	0	0	0	0	*	*	*	*				
Total Casualties	0	0	0	0	0	0	0	0	*	*	*	*				
PI Collisions	0	5	59	64	0	9	47	56	1	10	62	73				

ROAD POLICING AND SMOOTHING TRAFFIC FLOW

		2016/17					2017/18				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Other operations	**Phones/ Seatbelts**	343	300	182	229	1054	61	128	68		257
Speeding in the 20mph zone	**TOR**	180	37	71	59	347	54	10	35		99
	EFPN	38	22	41	41	142	27	11	TBC		38
	Process	12	7	14	9	42	50	5	TBC		55
TOTAL		573	366	308	338	1585	192	154	103		449
Number of vehicles seized from ANPR only		27	28	34	24	113	33	32	26		91
Total number of vehicles seized from ANPR / No Ins or No DL or both		18	91	86	77	272	83	84	66		233
Number of pre planned enforcement and/or education operations targeting Large Goods Vehicle within City of London		33	37	42	45	157	38	36	45		119
Number of LGV's stopped		335	282	297	340	1254	353	388	412		1153
Number of LGV's stopped with offences		211	201	189	198	799	237	230	241		708
Number of offences		534	461	464	397	1856	595	494	465		1554

ANALYSIS

* Note: Since the Introduction of Niche the Force has been unable to break down the KSI data into the categories shown within the table above. The overall data is provided for quarter 3 but at this time we are not able to show the breakdown in the same format as previously reported and are working to resolve this issue.

The Niche issue is also impacting on wider road data which we have been working to address. EFPN data and Process data for the table above are not currently available and will be included within the total once the reporting issue has been resolved.

Collision Analysis for December covering trends for year to date and figures for that month.

Pedal Cycle: 1 collision resulting in Minor Injury. This is the lowest number seen this year. The downward trend in pedal cycle collisions began in August and has continued through to the end of the year. A peak can be identified between the months of March-July.

Pedestrian: 7 collisions all resulting in Minor Injuries. This has decreased from last month (Nov=9). However, this is just above the YTD average (6.8) of pedestrian collisions.

Motorcycle: 6 collisions resulting in 2 Serious and 4 Minor Injuries. This has sharply increased from last month (Nov=1) and is above the YTD average (4.4) of motorcyclist collisions.

Car: 4 collisions resulting in 1 Serious and 3 Slight Injuries, which is 2 up from last month (Nov=2). This is again more than the YTD average (1.75) of car collisions. See chart opposite for YTD breakdown by %.

The Force is working to support VisionZero – Mayors Transport Strategy to reduce KSI's casualties by 50% before 2020 and no KSI's by 2041. A CoL new Road Danger Reduction strategy is scheduled to be put for approval by members in Jan 2018 which the Force will work to support once adopted.

ACTIVITY

The Safer Transport at Night (STaN) campaign leaflet drop was incorporated into the Force Christmas campaign to provide information as part of wider Force activities.

The following tasking of note were undertaken during the last quarter in support of Roads Policing:

1. Taxi enforcement and 'door opening' operations throughout the month. Resulted in 679 stops, with 21% of all stops resulting in offences or defects identified.
2. NPCC No Insurance campaign, and a day of action. The day of action resulted in positive media coverage and there were 4 vehicle seizures and a number of offences identified, including 4 no insurance, 1 no driving licence, 4 expired MOT's and two incorrectly registered licences with DVLA. The remainder of the week resulted in 1 no insurance seizure and 30 other moving traffic offences identified.
3. Partnership op with BTP to support TfL revenue inspectors and Public Carriage Office staff around Bank and Monument LT stations.
4. NPCC Op Truck and Bus for one day with DVSA, resulting in 2 immediate vehicle prohibitions for defects, 4 deferred vehicle prohibitions for defects, 6 outcomes for construction and use offences and 7 prosecutions for drivers hours offences. There was £1150 in roadside fines.
5. NPCC Op Trivium for one day, resulting in 8 immediate vehicle prohibitions for defects, 15 outcomes for construction and use offences, 16 warning for drivers hours offences, 5 Graduated Fixed Penalty notices and 7 processes for Drivers Hours offences. There was £1150 in roadside fines.
6. Taxi enforcement and joint operations with TPH and DWP – Results 481 vehicles were stopped, with 33.4% of all stops resulting in offences or defects identified.
7. DWP provided an update on a PHV driver stopped last year. As a result of the stop his Employment and Support Allowance and Housing benefit was stopped to the value jointly of £12,786. He was convicted and received a 12 month conditional discharge and fined in addition to paying the overpayment back to DWP.
8. 'Brake Road Safety Week' resulted in 34 speeding offences / 26 breath tests and 26 drug wipes administered.
9. CVU – from the 148 large goods vehicles stopped, there were 18 prohibitions and road side fines £10,650.
10. 'Surround the Town' working in partnership with MPS, BTP, TfL and LFB – MPS result.
11. Lord Mayor's Show, Remembrance Sunday, Lord Mayor's Banquet – all available officers used.

Note on Roads Policing Capability: Posts have been advertised externally a number of times, however there have been no fully qualified applicants. Adverts for Roads Policing Sergeant and Constable will be repeated. We are proactively contacting police training suppliers with a view to identifying a suitable course in 2018 and will be sending existing Roads officers on this training. DVSA are still assisting with provision of tachograph analysis and vehicle examination three days per week, and we are still waiting for Agilisys technical sign to off to install the software required for tachographs.

Measure 8	Public Order & Protective Security	Assessment		REQUIRES ACTION
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to mitigate the threat facing the City through public disorder and ensure the Force is providing an adequate response to mitigate this threat.			
Reason for Assessment	This is highlighted as Requires Action with the continued pressure on capability with lack of Level 2 trained officers. The Force has a recruitment and training plan in place to address the current situation.			

PRE-PLANNED EVENT UPDATE

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Pre-planned Events	92	110	121	79	47	99	68	82	64				762
Events requiring police presence	53	59	64	39	21	45	47	71	49				448
Events requiring 5 officers or more	24	27	45	14	9	17	13	29	23				201

CRITICAL INCIDENTS

	2016/17					2017/18				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Critical Incidents	3	1	5	2	11	3	1	5		9

ANALYSIS

For April – December 2017 there were 177 public Disorder Offenses compared with 170 for the same period in 2016. This equates to a rise of 4.1%.

An analysis of Demonstrations/Protests/Marches (DPMs) for a calendar year has shown that from January-December 2016 there were 178 days of DPM's verses 185 for the whole of 2017.

With regard to Public Order Level 2 capability- UPD Inspectors are in the process of organising a recruitment drive among the groups. Public Order Instructors are attending musters and speaking with officers who may not have thought of level 2 as a career path. This will also include an open day at Gravesend PO Facility. This is being monitored at the Public Order working group. Support Group numbers are stretched against demand with 1 inspector, 4 Sgts and 26 PCs.

The number of Critical Incidents occurring within the City remains at a comparable level with the previous year with 9 incidents occurring to date verses 9 within the same period in 2016/17.

The number of pre-planned events (including demonstrations) continues to rise from 525 for the same period in 2016/17 to 762. This represents a significant rise in demand for the Force and reflects the increased pressure our public order resources are facing in line with the pressure on retaining resources resulting in the Requires Action assessment of this measure. Over this period there were 65 events requiring the attendance of 5 or more officers with a significant number in each period requiring 20 or more officers, a summary of these is presented below:
- 2 events in October required more than 20 officers with the largest having 33 deployed.
- 7 events in November required more than 20 officers with the largest having 318 deployed, this was the Force supporting the Lord Mayors Show, and in addition to this within this period there were 4 events that required over 50 officers.
- 3 events in December required more than 20 officers with the largest having 189 deployed, this was the New Year's eve policing plan. The other 2 events in this period both deployed over 50 officers.

ACTIVITY

As a force we are participating in the Home Office 'Best Use of Stop and Search Scheme' and the community engagement patrol forms part of our commitment to this. The Community Engagement Patrol is designed to allow the community to engage with police staff, increase understanding of our work and allow for feedback to be given to our Stop and Search Scrutiny Group about their experiences. The intention is that this process will increase trust in the police.

Operation Sceptre PAN London approach working with Metropolitan Police Service and British Transport Police to reduce knife crime and the number families affected by knife crime across the whole of London. Targeting not only those who carry and use knives, but also the supply, access and importation of dangerous and offensive weapons/knives.

The Force SARA covering Cat C and Category CIR Football Association Premiership Matches in London continues to operate proving policing resources within the environs of the City of London, Licenced Premises & Transport Hubs.

CBRN – as a result of the JATAC assessment where a CBRN Terrorist attack has been raised to **realistic possibility, which is an increase from unlikely** a JATAC assessment has been written and submitted to the Commander. Support Group officers are presently undertaking CBRN Medicals and will start CBRN training in the new year using the new Powered Respirator Protective suites (PRPS).

The Force has the following up-coming operations within this area:

Operation Strongbox - Cross boarder operation CoLP, MPS & BTP – tackling Knife Enabled Crime, Robbery (Media Coverage).

Operation Attrition/Venice Pan London approach tackling robbery suspects on stolen motorcycles. Working with Operation SCEPTRE Task Force / North Area Tasking Team.

Operation Gondola – A cross border operation with the MPS providing an enhanced co-ordinated response to moped & knife crime. 08/01/2018 – 12/01/2018.

Operation Wimpole – Joint Operation with BTP Transport Hubs, Night Time Economy - Thursday, Friday, Saturday Nights.

Patrol Strategy – patrolling key areas with the environs of the City to increase confidence and satisfaction and reduce crime.
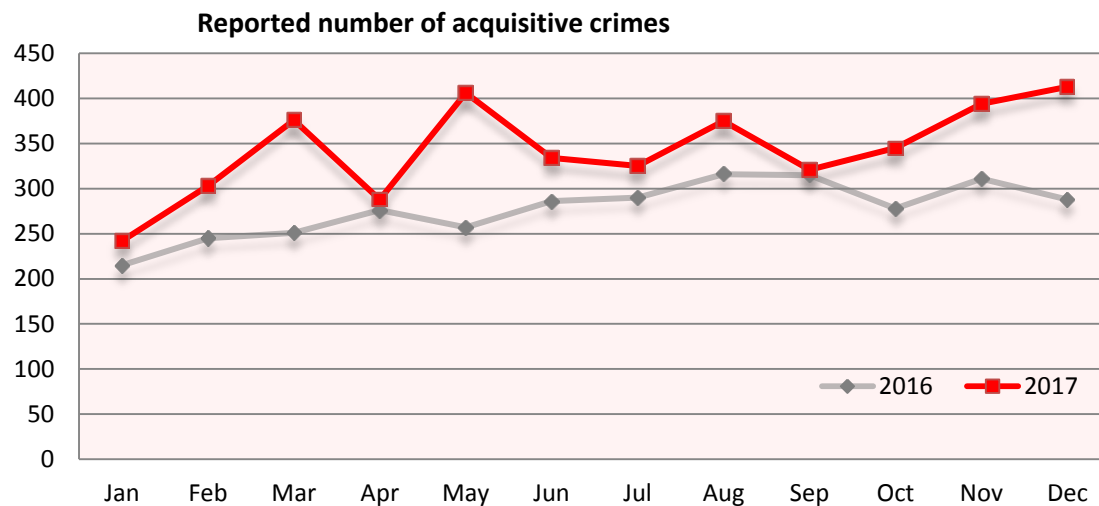
Protest Update:
For the year to date there have been 149 protests within the City which the Force has responded to; this compares to 185 in total for the whole 2016/17. 42 of these protests took place within this quarter. The majority of these protest are Union and environmental in nature with 52 and 51 being classed respectively within these categories.

Recruitment Activity for Increasing Level 1 & Level 2 trained officers.
Inspector UPD is in the process of organising a recruitment drive among the groups. Public Order Instructors will attend musters and speak with officers who may not have thought of level II as a career path. This will also include an open day at Gravesend. This will be monitored at the Public Order working group. HR are holding adverts for both external and internal recruitment of public order officers. Currently 6 Transferee's are to be boarded for current vacancies and there a 6 internal applicants.

Measure 9	Acquisitive Crime					Assessment			CLOSE MONITORING				
AIM/RATIONALE	The aim is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to acquisitive crime efficiently and effectively. Victim based acquisitive crime represents the Force's largest volume crime area.												
Reason for Assessment	This remains assessed as Close Monitoring reflecting the slight increase in this crime type within year which is 3.2%.												

ACQUISITIVE CRIME														
	Apr	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Total**	**Trend**
2015-16 (Month)	285	284	263	296	247	263	261	272	299	215	245	251	3181	-
2016-17 (Month)	276	257	286	290	316	318	279	312	290	240	298	374	3536	⬆
2017-18 (Month)	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC				2690	⬆
Change (Month)	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC					
	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC					

Reported number of acquisitive crimes

ANALYSIS

Note: With the adoption of niche and reconciliation of the crime data systems the Force is currently unable to provide a monthly breakdown of the crime figures for 2017/18 with sufficient accuracy to include all months. This will be provided retrospectively.

The latest analysis from FIB compares activity from November to December within this period. Theft from Motor Vehicle, Shoplifting and Pedal Cycle Theft all saw reductions from November to December.

Theft of motor vehicle
9 thefts in November 2017,
↓2 thefts in December 2017
36% of thefts from Nov to Dec 2017 occurred between 1600 hrs to 2000 hrs.
63% of stolen vehicles been high performance motorbikes & mopeds – rather than cars & vans.

Shoplifting
72 thefts in November 2017,
↓33 thefts in December 2017
68% of thefts from Nov to Dec 2017 occurred after 1200 hrs.
BOOTS and **TKMAXX** had the highest amount of shop lifting over Xmas.

Pedal Cycle theft
33 thefts in November 2017,
↓11 thefts in December 2017
32% of thefts from Nov to Dec 2017 occurred on Wednesdays.
45% of thefts occurred between 1600 hrs to 2000 hrs.
London Wall & Carmelite Street were the most common theft locations.

ACTIVITY

Visits planned to two burglary offenders currently in HMP. The visit will be intelligence led and to understand why they commit offences and secondly to advise them not to commit crime in the City, this will be used to inform future prevent work by the Force.

Crime Squad deployed on proactive deployments. Intelligence submitted and offenders deterred 13 proactive interventions on known shoplifters and pick pockets.

Crime Squad and Communities delivered a shop theft initiative. PCSO and Mobile Police station deployed in Fenchurch St and Gracechurch St area to provide visible deterrence. Crime Squad deploy to Cheapside area to manage any displacement. Reported reduction in shop theft offences down from 72 in November to 33 in December.

Op Charon resulted in the arrest and remand of two burglary suspects, in December these was a 25% reduction in burglaries committed, this is likely as a direct result of Force action in detaining and remanding identified suspects.

Prepare work has been undertaken to engage with the community over burglary. Of those sites visited before Christmas on one reported an offence. Consideration is now being given for further engagement in the run up to Easter.

Op Steal, a known pickpocket who was charged with 19 offences last year was released in the summer when he re-offended within the City. They were dealt with by CID and received a 28 month sentence for new offences and a breach of their Criminal Behaviour Orders (CBO).

Below is a running total of Op Steal activity:

Total deployments: 169
Arrests: 51
Offences detected: 75
Stop and search: 153
Intel reports: 229
Mental Health detentions: 2
377/Public Protection Notices reports: 21
Positive ID: 25
CBO: 2
Search Warrants: 4
Confidential referrals: 3
Op Lightning Reports: 3
Imprisonment handed down: 11 years 3 months 4 weeks

To impact on Crime the Force CID department has set up 5 focus desks. Team C have Moped enabled/Theft of and from motor vehicle, Team B series acquisitive crime, Team E robberies/gym thefts, Team A and D proactive and reactive burglaries. The Crime Squad are a proactive capability that are flexible and tackle shoplifting, licensed premises thefts and pick pocketing as well as supporting Op Gondola (Which was referenced within Measure 1).

Measure 10	Victim Satisfaction	Assessment		CLOSE MONITORING
AIM/RATIONALE	The aim of this measure is to provide the Force will sufficiently detailed information to manage the quality of its service provision to the victims of crime. Although victim satisfaction surveys are a statutory requirement, they provide an essential indicator of the level of professionalism the Force portrays and provides. The Force includes victims of acquisitive crime, which is not required by the Home Office, as without those victims, the sample size for the City of London would not be statistically valid.			
Reason for Assessment	The second quarter survey results show the Force at 81.1% overall satisfaction for the combined first 2 quarters this year. This is below 85% and results in the assessment criteria of Close Monitoring. At the time of report submission the results for quarter 3 were not yet available. The below assessment remains the same as submitted to Committee last period.			

VICTIM SATISFACTION

Quarter 1 Satisfaction by area of service				Quarter 2 Satisfaction by area of service				
Area of Service	% Very Satisfied	% Difference Q1 2016/17	% Fairly Satisfied	% Difference Q1 2016/17	Area of Service	% Very Satisfied	% Difference Q2 2016/17	% Fairly Satisfied	% Difference Q2 2016/17
Ease of Contact	78.7	5.5% Decrease ⬇	94.7	1% Decrease ⬇	Ease of Contact	74.5	8.7% Increase ⬆	90	0.8% Decrease ⬇
Actions Taken	61.5	8.4 % Decrease ⬇	76.1	7.6% Decrease ⬇	Actions Taken	60	10% Decrease ⬇	68.3	14.6% Decrease ⬇
Follow up	68.8	2.8% Decrease ⬇	79.8	2.4% Decrease ⬇	Follow up	68.1	0.5% Decrease ⬇	81.6	1.6% Increase ⬆
Treatment	91.8	3.5 % Increase ⬆	93.6	0.3% Decrease ⬇	Treatment	93.1	10.4 % Increase ⬆	93	7.1% Increase ⬆
Overall	75.5	0.2% Increase ⬆	86.4	0.8% Increase ⬆	Overall	69.1	1.7% Increase ⬆	76.4	3.7% Decrease ⬇

ANALYSIS

Satisfaction Overview (Q1 & Q2 Combined) – Broken down by service delivery area.

Area of Service	At least very satisfied	At least fairly satisfied	At least fairly dissatisfied	At least very dissatisfied
Ease of Contact	76.5%	92.2%	1.5%	2%
Actions Taken	60.7%	72.1%	14.5%	7.7%
Follow up	64.6%	79.5%	9.6%	8.3%
Treatment	89.3%	92.3%	4.6%	2.6%
Overall	72.1%	81.1%	10.7%	5.5%

Analysis of the Survey feedback has identified action taken that makes a victim "completely satisfied" with the service they received:

1) Being able to report their crime promptly and easily
2) Having all their questions answered
3) Being informed of the outcome (especially if there is a positive outcome)
4) Being kept informed throughout the duration of the crime
5) Dealing with officers who were friendly and professional
6) Being informed, understanding and agreeing with the actions taken and being seen to take action

Key Themes Identified on the Q2 free text responses who were dissatisfied were:

1) The victim either having the impression or being informed that there are not enough resources to investigate the crime.
2) Related to CCTV and it not being available.

As a result of the analysis the following recommendations have been made in the following areas to improve service:

a) A greater focus on public confidence
b) How victims' expectations are managed by officers and call centre staff.

c) Dissatisfaction with CCTV has been a reoccurring theme in the satisfaction analysis and this could also be due to the same issue as above in terms of managing expectations as well as delivering information to victims. Further analysis/research is required to better understand what causes some victims to still be satisfied when there is no CCTV when others are not.

d) Explore the impact of individual officer feedback being provided to sergeants of the officers who deal with each crime..

e) Further development of a victim profile for each category of satisfaction and possibly each crime type e.g. what makes a completely satisfied victim for violent crime?

f) Further analysis to be completed into other areas of service delivery that could be impacting on victim satisfaction.

Measure 11	Community Satisfaction	Assessment	REPORTED ANNUALLY
AIM/RATIONALE	This measure assesses the public's perception of the Force, based on people who probably have not been a victim of crime but are part of the City of London community, be it in the capacity of resident, worker, or business. It will use a different survey from the Street Survey.		
Reason for Assessment	This measure is recorded as Requires Action as less than 80% of respondents felt safe within the City which is the main measure associated with scoring.		

COMMUNITY SATISFACTION RESULTS

The Customer survey finished on 14th November with 542 responses. The main themes of the survey are summarised below:

1) **How much of a problem do you consider the following issues to be in the City of London?**
   From this question the three largest concerns were:
   - Unsafe drivers and other road users (491 respondents)
   - Terrorism (476 respondents)
   - Personal Theft (449 respondents)

   This year sees road use stay as the top concern, traffic congestion was the top last year with speeding traffic second and the refreshed choices confirm that unsafe road use remains the top concern, this includes perception of driving, cycling and use of the roads by pedestrians as well.

2) **In terms of personal security, please rate how safe you feel in the City?**
   77.6% of respondents felt safe in 2016/17, this has risen for 2017/18 to **78.81%** this year continuing the positive trend from 2015/16. This is taken into account with the perception that terrorism is now the second concern but that respondents still felt safe within the City despite their rise in concern for this issue.

3) **How satisfied are you with how the City of London is policed?**
   In 2016/17 54.25% (172) of respondents were totally or quite satisfied with an additional 23.03% (73) feeling just ok. This represented a reduction of 25.86%; which was explained through the number of responses received via a cycling group who reacted to the wording of the choices in question 2.

   The responses in 2017/18 recorded a total of 76.48% (413) of respondents who were totally or quite satisfied with an additional 14.81% (80) feeling just ok, this represents an increase on the previous year of 22.23%. While last year's drop in satisfaction can be explained through negativity from a perceived marginalised group this year sees the response going back to historic levels.

4) **Please explain why you are 'not satisfied' or 'very unsatisfied'.**
   Overall there were a number of themes that were identified by the public as reasons for not being satisfied with the service offered by the Force, these themes were:

   A) *Not enough Police Visibility/Officers on the Street*
   B) *Lack of Police Funding (Also contributing to reason A)*
   C) *Issue with Cyclists*
   D) *Issue with traffic enforcement/minor offences*

5) **In the City of London, of the following what do you consider the three areas that cause you the most concern?**
   The top 3 priorities identified in 2017/18 were:
   - Threat of Terrorism: 393 respondents.
   - Personal Theft: 233 respondents.
   - Road Safety: 217 respondents.

6) **How would you prefer to receive information from the City of London Police?**
   The top responses this year were:
   - Regular e-mails: 338 respondents
   - Text Message: 210 respondents
   - Twitter: 151 respondents

7) In relation to the City of London, are you….
The majority of respondents this year were workers with 420 completing the survey, 76 residents also completed the form.

This measure is recorded as Requires Action as less than 80% of respondents felt safe within the City which is the main measure associated with scoring. The Force will review responses and use this to inform priorities for the 2018/19 plan so that action can be taken to increase the feel of safety within the City.

ASB Data is provided to give Members an overview of this area within the Force. It is currently not a Force priority and as such is not assessed and is provided purely for information purposes.

ASB DATA (EXAMPLE)												
ASB	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
2017-18 (Month)	-	-	-	-	-	108	60	60	61				289
ANALYSIS													

September was the month which generated the largest number of report of ASB, the following three months generated consistent levels of reporting.

Note: Niche went live on 25th October and reporting from that point changed.
Consistent and comparable data sets for the months reflected in this report are not all available, and statistical information should be considered as an indication only.

ASB Breakdown

For the quarter the following reports of ASB were received:

Noise/Nuisance: 17 reports.
Abusive/Aggressive: 11 reports.
Street Trading: 4 reports.
Sex Work/Brothel: 4 reports.
Urination: 4 reports.
Rough Sleepers: 79 reports.
Begging: 72 reports.

For reporting period from October to December, reports continued to show Bishopsgate, Liverpool Street (and arcade), Mansell Street, Middlesex Street, and Cheapside as repeat locations. Cheapside has many high-end shops and for this reason does seem to attract beggars.

The Force is developing its reporting of ASB data following input from Police Committee members, this area is not currently a Force Priority and the collection in this format has not previously occurred. Members are presented with a summary of the work in progress being undertaken within FIB and the amount of data and analysis provided will increase as the maturity of the reporting develops.